

AppSense Platinum Support

AppSense[®]

You are the technology



Platinum Support overview

AppSense Subscriptions and Support Program

The AppSense subscription and Support Program provides its members with the opportunity to benefit from the latest product releases, service packs, upgrades and technical support directly from AppSense ensuring that your AppSense solution is completely up to date and delivering the benefits you would expect from a best-in-class software solution.

Membership of the program guarantees you remain up to date with the latest product functionality, whilst allowing you to log issues directly with the AppSense Technical Support Team to access technical expertise in order to resolve technical queries promptly and effectively. Regardless of whether you are a small, medium or large enterprise the AppSense Subscription and Support Program delivers a professional level of support and service to ensure that you take full advantage of the investment you have made in AppSense. The following pages outline your level of support, the processes involved in logging support requests, response times and further information on additional services available from AppSense.

Platinum Support offering

AppSense's Platinum Support offering is designed for customers making a strategic, enterprise-wide investment in AppSense's technology. It is optimized for customers where AppSense software is a mission critical part of the IT environment, it includes all of the standard features (software subscription, technical hotline support and access to the myAppSense portal), plus the following:

- Customer training to provide enterprise customers with the skills and product knowledge to maintain mission critical deployments
- Accelerated call routing to advanced support, recognizing customer-side expertise and the additional troubleshooting tasks completed by the customer
- A Technical Service Manager (TSM) to act as a preferred point of contact for each customer and knowledge champion for their environment

Note: Platinum Support customers commonly also make use of AppSense's Technical Relationship Manager (TRM) offering to assist with strategic planning and ecosystem development. A TRM can be purchased separately, and is not included in the price of Platinum Support.

AppSense Platinum Corporate Support provides telephone and email support direct from AppSense, alongside access to our extensive online support resources at

www.AppSense.com/support.

Platinum Support feature summary



Platinum Support is one of a number of direct support offerings AppSense makes available to its customers. Silver and Gold Support are also available for clients customers different needs.

	Silver	Gold	Platinum
Online support: www.myAppSense.com			
AppSense knowledge base	Yes	Yes	Yes
AppSense documentation	Yes	Yes	Yes
Telephone & email support			
Standard business hours	9 x 5	24 x 7	24 x 7
Targeted response	4 hours	1 hour	30 mins
Named key contacts	6	10	Unlimited
Support technical service manager <ul style="list-style-type: none"> ■ Case incident analysis ■ Supportability reviews Critical business response	No	No	Yes
Accelerated escalation	No	No	Yes
Product support readiness and awareness	No	No	Yes
Product support readiness and awareness events	No	No	Yes

Platinum Support description

Technical Hotline Support

AppSense is dedicated to providing high quality technical expertise and customer care, ensuring that all its products are both efficiently and effectively installed and supported throughout the lifecycle. AppSense Technical Hotline Support (THS) Packages allow AppSense customers to troubleshoot specific issues through the use of the AppSense Knowledge Base and online web pages, and be provided with a range of diagnostics from its support staff to resolve technical queries promptly and effectively.

On completion of the advanced troubleshooting training, Platinum customers are able to route cases direct to advanced support via the usual logging process where they have completed the troubleshooting steps documented in Appendix A.

Contacting Technical Support

In order to help you find the information and support you require in a timely and effective manner AppSense Technical Support is available from a number of direct and self-service contact points:

Option 1 - Online Web Pages¹: Available to all AppSense customers including fully searchable knowledge base articles and frequently asked questions that are updated periodically in line with software upgrades and enhancements. Simply visit www.myAppSense.com

Option 2 - Email: support@AppSense.com

Option 3 - Telephone: (see table below)

Advanced troubleshooting training

Platinum Support customers will be invited to send technical representatives to a free of charge AppSense Advanced troubleshooting training course annually. AppSense will provide advanced troubleshooting, debugging and log analysis training to help you to reduce incident resolution times and increase self-sufficiency as part of Platinum support.

Course delegates should have already attended AppSense Professional and Specialist courses.

The advanced course lasts 3 days, and further details can be requested from Client Relationship team (see Client Relationship team section).

Country	Telephone number
UK	0845 839 9075
USA, South America and Canada	866 APPSENSE
Germany, Austria and Switzerland	0800 0007 290
Australasia	1800 631 386
Worldwide	+44 (0) 845 839 9075

¹Please note the most effective and efficient way to log P1 and P2 issues is via the telephone. All incidents logged via self-service portal (including email) are automatically assigned a priority 3 until this has been investigated by AppSense Technical Support.

Platinum Support description



Software subscription

Software subscription includes the right to use the latest versions of the software thereby future proofing the solution.

Software subscription includes:

- Major releases - Extensive feature enhancement
- Minor releases - Small feature enhancements
- Service Packs - Bug Fixes

You will be notified by email of all major releases at the time of availability. Notification will be sent to the email address to which the original licenses were sent.

Obtaining product version upgrades

The latest versions can be downloaded at www.myAppSense.com - upgrades are available to customers with a current AppSense Software subscription package.

Software subscriptions - Key features

- Hot fixes
- Service packs
- Latest product developments
- New version releases
- One major and minor upgrade per year (typical)
- Personal online subscriptions account available 24/7 @ www.myAppSense.com
- Advance exposure to the latest AppSense products and technologies
- Invitation to AppSense Beta Program (available to select customers)

myAppSense.com

myAppSense is a web based portal for customers and partners which provides the ability to troubleshoot problems before calling AppSense THS. It offers users an extensive array of knowledge based articles with a search functionality to enable instant feedback and assistance with resolving issues; you can enter details of symptoms, possible cause(s) and solution or solution status. myAppSense also contains essential documentation, licensing information, tools and an incident logging & update facility against the support contract.

myAppSense.com - Key features

- Support section to log support calls online and keep track of incident numbers, call notes and log dates.
- A store for all licenses, license keys and certificates²
- A store for all current myAppSense.com account users
- Current and previous versions - only those currently supported by the AppSense software, newest patches and service packs for download (subject to software subscription and license purchase)
- Current documentation:
 - Installation guides
 - Getting started guides
 - Technical guides
 - Upgrade guides
 - Deployment guides
 - Release notes
- A configuration centre storing optional pre-written configurations to help set up and configure AppSense software

Product updates

Fixes and patches may be made available through the following methods:

- Email from a support engineer
- FTP site (password protected)
- www.myAppSense.com

²myAppSense.com super users have visibility of all licenses held by the customer or partner. Other myAppSense.com users have visibility of licenses assigned to them only. The licenses are assigned to Primary Technical Contacts, so please ensure the correct Primary Technical Contact details are provided to AppSense.

Platinum Support description

Technical Service Manager (TSM)

When you choose the AppSense Platinum Support Program we assign a Support Technical Service Manager (TSM) to your contract.

A TSM will be assigned to the customer by AppSense Support for the duration of the contract. The role of the TSM is to oversee and, where appropriate, directly troubleshoot incidents logged by the customer. This ensures a greater level of environment specific knowledge is available to Platinum customers. The TSM acts as a single point of contact for all technical escalations to ensure that resources are allocated and prioritised appropriately to aid the resolution as quickly as possible.

Working with your Technical Service Manager

The TSM will conduct regular incident analysis reviews, typically on a monthly basis or as agreed. The reviews include root cause analysis, incident trend analysis and major problem categories. The aim is to offer service quality improvements minimize operational impact.

Proactive technical advice

The main focus of a TSM is quality of service. This is achieved by ensuring constant, open communication between the customer and TSM, who will function as a regular point of technical contact, proactively keeping you informed of known issues or upcoming releases.

Technical support readiness and knowledge transfer events

AppSense Certified Trained Professionals with Platinum Support will be invited throughout the year to Knowledge Transfer events hosted by Technical Support to enhance your technical knowledge and offer best practice recommendations.

Management escalation

AppSense is committed to delivering high quality products and technical support services to our customers and partners. If at any point you are dissatisfied with the quality or level of service that you are receiving from AppSense support then you should request that the incident be escalated.

Platinum Support description



Customer satisfaction surveys

Customer feedback is the only way to measure how well we are meeting expectations. Customer satisfaction surveys give the opportunity to provide AppSense with valuable information to help improve customer and evolve our support offerings so that they match customer needs.

After a support request is closed (and it has been at least 4 weeks since you last received a survey invitation), customers may be invited to email to complete a short survey about their support experience.

Client relationship team

The AppSense Client Relationship Team assists customers, partners and prospects who require help resolving queries regarding their AppSense account, product licensing, or support contract. The responsibilities of the team include but are not limited to:

- General accounting queries to support incident follow-up questions or enquiries
- Modifying technical nominated contact associated to support contracts
- Answering questions on license upgrade and downgrade questions
- Maintaining the Customer Environment Profile to aid case incidents

Client relationship team contact details:

Telephone: +44 (0) 845 839 9085

Email: customerservices@AppSense.com

Outside UK/International: please dial your Country origin number (see table page 5)

(GMT) time zone: Monday to Friday, 09.00am - 17.30pm standard business working hours

About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.